



It's Your Business

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Two Massachusetts Companies to Be Honored at SBA Expo '04 in Orlando

SBA Expo '04 is nearly here. Learn cutting-edge business practices, take advantage of procurement opportunities, and support the two companies from Massachusetts that will receive national awards in Orlando.

The annual celebration honoring the nation's leading small business entrepreneurs will be held in Orlando, FL, May 19-21, 2004, at the Orange County Convention Center. Highlights of the event, co-sponsored by SCORE, include the announcement of the National Small Business Person of the Year, a business expo, seminars, a business matchmaking event, and award ceremonies honoring women entrepreneurs and state and national small business winners. Registration and exhibitor information are available at www.sba.gov/50.

Massachusetts is honored to have two national winners this year, both of whom will be recognized at this event. James G. Crosby, founder and president of Crosby's Markets, Inc. is the 2004 National Entrepreneurial Success Award winner. Sherman and Susan Goldstein, owners of the Mansion House Inn on Martha's Vineyard have won the national 2004 Phoenix Award for Small Business Disaster Recovery. **The Massachusetts awards ceremony will be held at the Hynes Convention Center Boston on June 10. ■**

SANDRA MACCINI RETIRES

Sandra Maccini retired from the SBA on April 30, 2004, after 24 years of service. Acting District Director Mark S. Hayward said, "Sandy Maccini was one of SBA's most dedicated and conscientious employees. She will be sorely missed." Sandy began her career at SBA in 1980 when she was hired to work in the word processing division of the New England Regional Office. She was promoted to business development assistant where she received many awards including Support Person of the Year on three separate occasions. Sandy transferred to the Massachusetts District Office in 1994 and served as an economic development assistant until her retirement. We wish her well.■



Calendar of Events

5/20: Learn how to develop your export potential, a free workshop presented by Kathleen Newell, Mass Export Center, 10:00 a.m. – noon at SBA, 10 Causeway St., Boston. Contact Anna Outerbridge, 617-565-8510.

5/25: North Shore Women's Network for Entrepreneurial Training – mentoring and support group, Salem State College Enterprise Center, 121 Loring Ave., Salem, 7:30 – 8:30 a.m. Contact Lisa Gonzalez at 617-565-5588.

6/10: Two free seminars at SBA Awards Breakfast at the Hynes Convention Center Boston. "Marketing" and "Negotiations". Contact Christine Carter at 617-565-5560. See article to right..

6/10: Three free SBA seminars at the Boston Business Expo:

- *How Can the SBA Help Me?*
- *Finding the Money You Need*
- *Success Stories*

Save the Date Massachusetts SBA 2004 Small Business Week Awards Breakfast June 10, 2004

Honor the 2004 Massachusetts Small Business Award winners from 8:00 – 9:30 a.m. on Thursday, June 10, 2004 at the Hynes Convention Center Boston. WBZ Business Editor Anthony Silva will emcee the event. SBA will also hold a meeting for all of its partners and offer two small business seminars immediately following the awards breakfast.

8:00 – 9:30 a.m. – Awards breakfast

9:30 – 10:30 a.m. – Update session for all SBA partners.

10:00 – 11:00 a.m. *How to Negotiate Anything*
Presenter Dora Chu, SCORE counselor

11:00 – Noon *Alternative Marketing*
Presenter: Jennifer Houghton, Wingspan Consulting

SBA workshops at the Boston Business Expo:

How can the SBA Help Me?
Presenter: Lisa Gonzalez, SBA Economic Development Specialist

Finding the Money You Need
Presenter: Toni Cronin, SBA Loan Officer

Success Stories
SCORE Representative
Margaret Somer, Director, UMass Boston Small Business Development Center
Donna Good, Director, Center for Women & Enterprise

Submit Loan Applications Via E-Tran

SBA has developed a new Web-based loan application solution which is available to participating lenders. E-Tran is an electronic gateway that will save lenders substantial time and resources when submitting a loan to the SBA.

E-Tran reduces the turnaround time on loan guaranty requests and provides SBA with high quality, timely data to support the management and oversight of its portfolio. E-tran is one component of an overall strategy to provide increased efficiency and decreased costs in the loan guaranty origination process.

SBA has worked with numerous lenders over a two year period to tailor this application for the lending community. E-Tran's flexibility allows lenders to determine which method of access is best for them. E-Tran was created to allow access through a number of channels, including:

- A Web page where lenders can enter loan information for single loans;
- A secure Web site capable of accepting multiple applications simultaneously via an XML (Extensible Markup Language) file transfer
- Working with software intermediaries that have E-Tran loan submission functionality built into their program. Visit www.sba.gov/banking/modernization.html ■

SBA Days – learn about SBA programs and services at the following locations:

5/20 – Merrimack Valley Chamber of Commerce, 264 Essex St., Lawrence, from 10:00 – a.m – 1:00 p.m. Contact Lisa Gonzalez at 617-565-5588.

5/25 – SBA Office – 10 Causeway Street, Room 265, Boston, from 10:00 – 11:30 a.m. Contact Anna Outerbridge at 617- 565-8510.

5/27: – Greater Lowell Chamber of Commerce @ 144 Merrimack Street, 10:00 a.m. – 1:00 p.m. Contact: Lisa Gonzalez at (617)565-5588

6/11: Brockton 21st Century, 144 Main Street, Brockton, 2:00 – 5:00 p.m. Contact: Donna O'Connor at 617-565-5607

THIRD GENERATION GLOUCESTER FISHERMAN WINS SBA SPECIAL ACHIEVEMENT AWARD

Vito Giacalone, president and chairman of the Government Affairs Committee of the Northeast Seafood Coalition, received the U.S. Small Business Administration's *Special Achievement Award* from Mark S. Hayward, SBA Massachusetts Acting District Director, because of his success at crafting a proposal to modify Amendment 13, which will positively impact the entire New England fishing industry. Gloucester Mayor John Bell nominated Giacalone for this award. ■



*SBA Acting Director Hayward presents
Vito Giacalone with the SBA Special Achievement Award*

Brockton Incubator - Chamber/SBA/SCORE Initiative

The Edison Entrepreneurial Business Center is a small business incubator created in partnership with the Metro South Chamber of Commerce, the U.S. Small Business Administration, and SCORE *Counselors to America's Small Business*.



The incubator provides below-market rental space for start-up and expanding businesses needing assistance. The facility, located in the historic Thomas A. Edison Building in Brockton, also offers high-speed internet access, as well as conference, meeting, and reception areas, and networking opportunities through the chamber.

Tenants in the Edison Entrepreneurial Business Center can also access the resources of the Metro South Business Assistance Center, a satellite office of the SBA, which offers counseling, workshops, computers, and a resource library.

The incubator is a direct outgrowth of the chamber's mission to create jobs and improve the economic well-being and quality of life of the Metro South Region. Funding for the project came from Fleet Bank, First Federal Savings Bank, Rockland Trust, Citizens Bank, Sovereign Bank, Eastern Bank, and Abington Savings Bank. The center is named after Thomas Alva Edison, the famed inventor and entrepreneur, who built the building in which the incubator is housed in 1883. ■

SBA Reaches Out to Rural Communities

The SBA has embarked on a mission to reach out to rural communities in Massachusetts by making its programs and services more available to both aspiring and established small business owners. It is our intent to reach out to chambers of commerce, economic development officials, lenders, community organizations, and small businesses to explain the benefits of our loan and technical assistance programs.

SBA will also offer networking and training events with our resource partners from the Small Business Development Center Network, the Center for Women & Enterprise, and SCORE. Civic organizations and economic development officials can contact David Polatin at 617-565-5562 to make arrangements for SBA and our resource partners to visit your town. ■

IRS Transcripts

All lenders are reminded that all 7(a) and 504 related requests for IRS tax transcripts must be submitted to IRS Service Centers using the new IRS Form 4506-T. The form is available at www.sba.gov/banking. Please note that the SBA logo must be included at the top of the form to ensure that requests will be expedited and that no charge will be levied.

IRS contact for Massachusetts lenders:
Peter S. Pierre
IRS

310 Lowell St., Stop 679
Andover, MA 01810
Phone: 978-691-6905
Fax: 978-691-6859

New SBA Express Lenders

Berkshire Bank
Fall River Five Cents Savings Bank
Mansfield Co-operative Bank

504/CDC Update

New Accredited Lender Program (ALP) participant - Worcester Business Development Corp.

DORCHESTER BAY NEWEST SBA 504/CERTIFIED DEVELOPMENT COMPANY



Dorchester Bay Neighborhood Loan Fund, Inc. has been designated an SBA Certified Development Company. The 504 Program, a financing tool for economic development within a community, provides growing businesses with long-term, fixed-rate financing for fixed assets, such as land and buildings. Typically, a 504 project includes a loan secured with a senior lien from a private-sector lender covering up to 50 percent of the project cost, a loan secured with a junior lien from the CDC (backed by a 100 percent SBA-guaranteed debenture) covering up to 40 percent of the cost, and a contribution of at least 10 percent equity from the small business. The maximum SBA debenture is \$1,300,000.

Founded in 1979, Dorchester Bay is a nonprofit organization which exists to build a strong, diverse, and economically vibrant community. The organization offers expertise in affordable housing, business development, economic development, and community organizing. ■

Small Business Development Center's Mass Export Center Helps Gloucester-based NutraMax Products, Inc. Learn the Ropes



"During the past decade, Paula Murphy and the MSBDC's Massachusetts Export Center have been a critical resource for the export side of our business," observes Steve Zafron of NutraMax Products, Inc. Steve is manager of international sales with the Gloucester-based firm, which develops, manufactures, and markets over-the-counter health care and personal products. The firm—the largest employer in Gloucester—is a leading private label provider to America's supermarkets, drug stores, and mass merchandisers. It also markets its own products under specific control brands and manufactures and distributes products for strategic partners in consumer products and related industries.

Ten years ago, NutraMax had little overseas presence. Today, it sells products in seventeen countries which account for a growing profit stream. "Mastering the details and nuances of international business, however, has been challenging. That's where the Export Center has been a critical resource," said Zafron. "Over the years, the center has introduced us to freight forwarders, international distributors, and international brokers who send us leads. They've also helped us with the considerable compliance and other detail work that accompany exporting. Putting your tax ID number on invoices and your ID on shipping containers might seem obvious, but learning the ropes about these and other details from experienced counselors can move you much faster down the learning curve. I've attended free Export Center seminars on a variety of topics and have gotten fast answers to specific questions via a simple phone call to Paula or Kathleen Newell. "If, for example, I can't get through to officials in Taipei, Paula or Kathleen typically can," emphasizes Zafron.

A year and a half ago the Export Center played a critical role of a different sort on Nutramax's behalf. Although the firm's products are freely sold in the U.S., many countries that import them require accompanying certificates of resale from government authorities in the United States. When the Massachusetts Department of Public Health abruptly discontinued certifying all nonfood products, the firm was left without a government resale certifier. "I was in panic mode, because I couldn't find a suitable alternative. We could have used the FDA, but their turnaround times were too slow," Steve recalls. Instead, he turned to Paula Murphy at the Export Center, who joined forces with US Commercial Service's Jim Cox. Three months later, Nutramax had a new certifier, the Massachusetts Department of Agriculture, which offered a streamlined certification process. Zafron concluded, "Over the years, I've learned the ropes of exporting, but I know that I can always turn to Paula and Kathleen for information during a crisis. They are true champions of small manufacturers in this state." ■

Scholarship Opportunity for Federal Employees and their Dependents

The Greater Boston Federal Executive Board will present a one-time \$1,000 scholarship in memory of Elaine Guiney, former SBA Massachusetts District Director.

Full time federal employees with a minimum of one year of consecutive service and a duty station in Massachusetts and/or their dependent children are eligible to apply. Employees may be enrolled in part-time programs but all other applicants must be enrolled in full-time advanced degree programs.

Scholarships will be based solely on the depth, creativity and organization of the essay. Each applicant must submit an original essay of 1,000 typewritten words on the following topic:

What does public service mean to me?

The deadline for applications is July 31, 2004 and winners will be announced in September 2004.

Please help us spread the word about this wonderful opportunity and help us honor Elaine.

For more information, call Christine Carter at 617-565-5560.

8(A) BUSINESS DEVELOPMENT

Frank J. LaLumiere, Deputy Associate Deputy Administrator for the Office of Government Contracting and Business Development, met with SBA staff from the six New England district offices in Concord, New Hampshire on April 29, 2004. LaLumiere discussed SBA's 8(a) Business Development Program, which is designed to help socially and economically disadvantaged entrepreneurs gain access to the economic mainstream and to gain a foothold in the government contracting market.

SBA offers 8(a) certified firms a wide-range of services: support for government contracts, access to capital, management and technical assistance, and export assistance, just to name a few. Participation is divided into two phases over nine years: a four-year developmental stage and a five-year transition stage.

Recent changes permit 8(a) firms to form joint ventures and teams to bid on contracts. This enhances the ability of 8(a) firms to perform larger prime contracts and overcome the effects of contract bundling, the combining of two or more contracts together into one large contract.

One of the most significant changes to this program will be launched in August when the 8(a) application becomes available online. The application has been simplified and will be written in laymen's terms. Because of the smart logic built into the program, the online application will save clients hours of preparation time. The 8(a) annual review process will be automated after the application is up and running. ■



Deputy Associate Deputy Administrator LaLumiere and Acting District Director Hayward

Brockton-based Company Cleans up with Help from the Center for Women & Enterprise

In April of 2001, Jodi Torrey bought and started renovations on Absolutely Clean, a self service and full service laundromat located in Brockton. "I had always wanted to work for myself, make my own decisions and have my hands in every aspect of the business," says Torrey, formerly operations manager of Hingham Spray Air Control for nine years. "The majority of clients at Hingham Spray were manufacturing companies like Texas Instruments that were experiencing massive layoffs. I feared my own job was in jeopardy."

Two years after inception, Absolutely Clean was already experiencing growing pains. With more than 150 customers daily, Torrey decided it was time to expand the business. Based on the Center for Women & Enterprise's wide array of programs and comprehensive training services, Torrey chose the Center for Women & Enterprise as her company of choice to help her explore her financing options. CWE financial services managers worked diligently to introduce her to lenders, aided her with her business plan, and helped her prepare viable financial statements. Thanks to the help of CWE, Torrey was able to close a \$35,000 loan from South Eastern Economic Development (SEED) Corporation and is in the process of doubling the size of the facility. With ten new dryers, six more washers, and a new water heater, Torrey is confident of the future success of the business.

"Many did not come here before because it was too small," says Torrey. "Now, I continue to see new faces in here. I guess you just can't move forward if you don't take the risk." ■

SBA CORNER

Jeffrey H. Butland
New England Regional Administrator



I own a small business and expect to be called-up for National Guard duty. Because I expect my business to suffer during my absence, is there any help the SBA can give me?

Small businesses that are owned by U.S. Military Reservists or members of the National Guard may qualify for Military Reservist Economic Injury Disaster Loans.

The purpose of these low-interest loans is to help eligible small businesses meet ordinary and necessary operating expenses that they are unable to meet because an owner or essential employee was called up to active duty. This applies to any small business that loses an employee due to military activation.

These loans are intended only to provide the amount of working capital needed by a small business to pay its necessary obligations as they mature until the employee is released from active duty and normal operations resume.

The purpose of these low interest loans is not to cover lost income or profits, however, and they cannot be used to take the place of regular commercial debt, to refinance long-term debt, or to expand a business. The maximum loan amount is \$1.5 million and the maximum term is 30 years. Impacted businesses may apply for a Military Reservist Economic Injury Disaster Loan on the date active duty begins and for up to 90 days after the owner or employee(s) are discharged or released from active duty. Visit www.sba.gov/disaster_recov. ■

SBA to Offer Three Seminars at Power-Up Day at the Boston Business Expo at Hynes Convention Center Boston on June 10, 2004

Find resources...

Make new contacts...

Increase productivity...

Discover revenue opportunities...

Uncover the true potential of your business...

At the Boston Business Expo you can:

- Attend over 15 **FREE** Business Advantage Seminars – Marketing, Technology, Finance, Sales and Leadership. SBA seminars include: “*How Can the SBA Help Me?*” (a comprehensive seminar on all of SBA’s programs and services), “*Finding the Money you Need*” and “*Success Stories*”.
- Network with your peers and make new connections – Over 3000 Attendees!
- Comparison shop for hundreds of products and services – 150 Exhibitors
- Don’t miss the **FREE** Power Networking Lunch

All created to make your business run faster, leaner, and smarter. Improve your business in just one day & gain that competitive edge! Register online at: www.bostonbusinessexpo.com/register.html. ■

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Top 7(a) Lenders 10/1/03 – 4/30/04

LENDER NAME	GROSS AMOUNT	LOANS
Citizens Bank	\$43,095,100	893
Fleet National Bank	\$6,646,500	158
Banknorth	\$8,206,500	100
Capital One Federal Savings Bank	\$3,270,000	81
Sovereign Bank	\$5,647,600	64
Eastern Bank	\$7,885,400	48
Bank of Western Massachusetts	\$3,169,800	32
Danvers Savings Bank	\$4,071,300	30
CIT Small Business Lending Corp.	\$13,242,000	28
Enterprise Bank & Trust Co.	\$2,473,000	21
Southshore Savings Bank	\$1,555,000	20
Legacy Banks	\$1,745,000	16
Independence Bank	\$4,425,000	15
Greylock Federal Credit Union	\$1,245,932	14
Abington Savings Bank	\$1,238,000	12
Heritage Co-operative Bank	\$2,522,800	11
First Federal Savings Bank of America	\$1,223,500	9
Business Lenders, LLC	\$1,091,300	7
Florence Savings Bank	\$888,500	7
Greenfield Co-operative Bank	\$270,000	7
Rockland Trust Company	\$1,485,000	7
UPS Capital Business Credit	\$3,130,000	6

For complete 4/30/04 bank ranking, go to: www.sba.gov/ma/loanvolume04.html

**SBA'S JEAN SAWYER RECOGNIZED BY WORCESTER
BUSINESS DEVELOPMENT CORPORATION
AT ANNUAL MEETING**

Worcester Business Development Corp. presented Jean Sawyer, Assistant District Director for Economic Development for the Massachusetts SBA office, with their first *Small Business Partner Award* at their annual meeting in April. This award was established to recognize and honor individuals who work tirelessly on behalf of the WBDC 504 Loan Program to assist small business in the Worcester region.

WBDC cited Jean for her advocacy efforts on their behalf. Because of her guidance, WBDC has been accepted as a participant in SBA's 504 Accredited Lenders Program which will enable them to expedite the loan approval process on behalf of their small business customers. ■

